

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**MEDICAL SECRETARY  
HUMAN RESOURCES DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs a variety of highly responsible secretarial, clerical and technical duties in support of the Health Services Division. Characteristic of this position is the requirement to address the needs of three different entities: the physician, the nurses, and the employees. The position also requires daily interaction with all levels of employees throughout the City's departments and divisions. This employee also handles sensitive and confidential information relating to employees' health and is required to protect that information according to federal and state law. Employee reports to the Health Services Manager.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class performs a variety of duties to facilitate Health Services activities and programs. The employee specifically assists the division manager, registered nurses, and City physician, as well as providing customer service to the employee population. Responsibilities include basic reception desk duties and responding to multiple employee needs and inquiries with tact and courtesy. Work also involves clerical/technical support of the physician on clinic days and requires numerous medical office functions, including transcription. Assignments also include ordering supplies and managing invoices/payments from medical vendors and other health care providers. Employee must exercise sound judgment, tact, and discretion in communications and the completion of assignments. Work is performed under the supervision of the Health Services Manager and is reviewed through observation and review of work completed.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Operates multi-line telephone, typewriter, calculator, PC, fax machine, copier, and other office equipment.

Utilizes various software programs for data entry and retrieval.

Prepares accurate reports from statistical or technical information.

Acknowledges arrival of patients and controls office traffic.

Files and retrieves charts as needed.

Maintains employee health files in accordance with federal and state law.

Promptly and courteously answers the telephone.

## **MEDICAL SECRETARY**

- Screens and independently handles a variety of telephone and personal inquiries.
- Relays messages for and from the Health Services Manager.
- Provides information regarding clinic services.
- Schedules appointments using software.
- Faxes a variety of medical records and bills in compliance with HIPAA.
- Develops/types medical forms/letters, including protocols and standing orders.
- Develops and formats medical office forms.
- Initiates and prepares a variety of correspondence/other documentation as required.
- Sorts and distributes incoming mail; processes outgoing mail and faxes.
- Transmits and receives messages via e-mail.
- Transcribes timely and accurate office notes, letters, and disability summaries from the doctor's dictation.
- Makes referral appointments with appropriate health care providers as recommended by physician.
- Orders and maintains medical and office supplies by phone, fax, or mail.
- Meets with medical supply vendors.
- Establishes and maintains a variety of vendor and field purchase order files.
- Reviews vendor bills and initiates corrective action for billing errors.
- Administers divisional accounts payable functions, including, but not limited to, processing field purchase orders, requisitions, and invoices.
- Maintains record of invoices and payments specifically with outside health care providers for expenses incurred by City employees under workers compensation and drug/alcohol testing.
- Confirms validity of services and associated charges prior to payment.
- Arranges travel schedules and reservations.

## **ADDITIONAL JOB FUNCTIONS**

- Oversees maintenance of office machines, contacting service personnel as necessary.
- Maintains file of up-to-date medical supply catalogues for comparison of prices, special sales, and new medications or equipment.
- Obtains annual updates of medical reference books/magazines/journals.
- Updates/maintains/provides master copies and copies for daily use of specialized medical office forms.
- Performs related work as required.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Considerable knowledge of modern office practices, procedures, equipment and advanced clerical techniques including knowledge of popular computer-driven word processing, spreadsheet, and file maintenance programs.
- Considerable knowledge of arithmetic, spelling, grammar, punctuation, and medical vocabulary.

## **MEDICAL SECRETARY**

Considerable knowledge of state and City regulations, policies, and procedures and the ability to apply them.

Ability to make decisions independently with a high degree of accountability within the scope of the position.

Ability to be self-directed to the extent of performing the requirements of the job.

Ability to recognize medical emergencies and respond appropriately.

Ability to master dictation equipment.

Ability to operate multiline telephone systems and other office machines.

Ability to operate a computer and utilize software programs.

Ability to develop and modify work procedures, methods, and processes to improve efficiency.

Ability to maintain complex records and extract information from medical records to respond to official requests.

Ability to understand and comply with the HIPAA privacy law.

Ability to compose effective correspondence.

Ability to deal with people in a tactful and effective manner.

Ability to communicate effectively in oral and written form.

Ability to communicate effectively with all departments, divisions and a variety of people from different socioeconomic levels

Ability to function as a team player in a work group.

### **MINIMUM EXPERIENCE AND TRAINING**

Graduation from high school supplemented by college-level course work in secretarial science, and 1-2 years experience in clerical work; and/or any equivalent combination of training and experience required to perform the essential position functions.

### **SPECIAL REQUIREMENTS**

Preferred completion of a course in medical terminology/transcription with a minimum of one year's experience in the medical field. Broad-based knowledge of medical specialties, medications, medical abbreviations, and surgical procedures.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develops and maintains work relationships, communicate, manage conflict, and perform as an effective team member.

## MEDICAL SECRETARY

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer, and the ability to respond tactfully and courteously to the customer's needs.

**Organizational and Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination, hearing and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 10  
Non-Exempt